



## Illinois Department of Corrections

### Administrative Directive

Number:

**04.01.122**

Title:

**Volunteer Services**

Effective:

**2/1/2022**

**Authorized by:**

*[Original Authorized Copy on File]*

**Rob Jeffreys**  
Director

**Supersedes:**

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**Authority:**

730 ILCS 5/3-2-2  
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**Related ACA Standards:**

5-ACI-1A-07, 10, 11 – 17, 5-ACI-1C-09, 14, 16, 25,  
5-ACI-1D-01 – 05, 5-ACI-1F-01, 06 – 08, 12, 5-ACI-1G-01  
– 07, 5-ACI-3D-14, 5-ACI-5E-02, 08, 5-ACI-6B-10,  
5-ACI-6C-03, 5-ACI-7C-02, 5-ACI-7E-02, 5-ACI-7F-03, 07

**Referenced Policies:**

01.02.104  
03.02.200

**Referenced Forms:**

DOC 0005 – Volunteer/Unpaid Intern Services Application  
DOC 0032 – Request for Background Investigation  
DOC 0035 – Background Investigation Release and  
Consent  
DOC 0041 – Volunteer Service Agreement and Release  
DOC 0042 – Volunteer Services Orientation Checklist  
DOC 0267 – Volunteer Information Sheet  
DOC 0312 – Limited Volunteer Guest Speaker Request  
DOC 0434 – Incident Report  
DOC 0689 – Volunteer Sign In Sheet

#### **I. POLICY**

The Department shall promote the use of volunteers to provide services and enrichment to the Department and its individuals in custody.

#### **II. PROCEDURE**

##### **A. Purpose**

The purpose of this directive is to establish written instructions to staff regarding the recruitment and use of volunteer services.

##### **B. Applicability**

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

##### **C. Facility Reviews**

A facility review of this directive shall be conducted at least annually.

##### **D. Designees**

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

##### **E. Definitions**

Inactive Volunteer – a volunteer who has been removed from the active volunteer list due to failure to maintain proper identification, provide documentation of required TB testing or inactivity in a facility during the most recent twelve-month period. A volunteer can be deemed inactive in one facility but remain active in other facilities.

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Limited Volunteer – an individual who will provide a volunteer service on a one-time basis or no more frequently than once every three months per facility. Services shall be limited to a maximum of two facilities and shall be for a specific activity or function, such as guest speaking. Limited volunteers shall be escorted or supervised while the service is provided.

Parent Facility – the initial facility to which a volunteer applies or has been approved to provide services.

Regular Volunteer – an individual who routinely provides volunteer services at one or more facilities that may also, with permission, include ongoing volunteer or mentoring services to individuals in custody upon their release; as well as an individual who oversees other volunteers on a regular basis. Regular volunteers may be allowed non-escorted movement in designated areas.

Restricted Volunteer – an individual whose volunteer services have been temporarily restricted at all facilities or program sites.

Terminated Volunteer – an individual whose volunteer services have been permanently suspended from all facilities.

Volunteer – a person who is at least 18 years of age and who individually or through an organization will give the time to provide a service for the Department in the performance of an approved function or activity; it does not include non-paid interns.

## **F. General Provisions**

1. The Office of Volunteer Services shall monitor volunteer activities within the Department, except as otherwise directed by the Chief of Operations to be handled through the Office of the Chief Chaplain. This shall include random external audits of volunteer activities at facilities in accordance with this directive.
2. The Chief Administrative Officer (CAO) of each facility or program site shall establish a local procedure in accordance with this directive and shall ensure that:
  - a. Appropriate staff, including security staff, are trained in the use of the Visitors/Volunteers module in Offender 360 (O360) and understand the importance of maintaining accurate volunteer records.
  - b. A Volunteer Sign In Sheet, DOC 0689, is maintained for volunteers and a copy is provided to the Facility Volunteer Coordinator on a daily basis.
3. Where applicable, the CAO of each facility or program site shall appoint a Facility Volunteer Coordinator. The name, title and telephone number of the current volunteer coordinator shall be submitted to the Office of Volunteer Services.
4. The Facility Volunteer Coordinator shall:
  - a. Oversee and/or delegate the recruitment of volunteers from surrounding areas in the community to perform, among other matters, religious, professional and service work.
  - b. Coordinate programs and ensure a current schedule of applicable volunteer services is available to individuals in custody.
  - c. Ensure applicable volunteer applications and background documents are submitted in a timely manner.
  - d. Ensure a volunteer orientation manual is established and addresses all items listed on the Volunteer Services Orientation Checklist, DOC 0042. The manual shall be reviewed

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annually and updated as necessary.

- e. Review any DOC 0689 on a daily basis.
- f. Process and maintain records of volunteer activity in O360. Records maintained shall include:
  - (1) Volunteer information that shall include, but not be limited to, name, address, date of birth, gender, telephone contact numbers, individual in custody visiting privileges and the type and status of volunteer;
  - (2) Types of volunteer programs such as specific religious denomination and non-religious programs;
  - (3) Numbers of volunteers;
  - (4) Number of volunteer visits; and
  - (5) Volunteer hours donated.
- g. Compare each DOC 0689 with what is input into O360.
- h. Maintain and submit required reports to the Office of Volunteer Services on a monthly basis and, where appropriate, to the Office of the Chief Chaplain. This shall include:
  - (1) The total number of religious volunteer visits;
  - (2) The total number of non-religious volunteer visits;
  - (3) The total number of hours of religious volunteer visits;
  - (4) The total number of hours of non-religious volunteer visits; and
  - (5) The total amount of contributions converted to dollar amount.
- i. Ensure volunteers receive orientation and training appropriate to the type of volunteer assignment at the facility or program site prior to service. Training shall include, but not be limited to, preparation of an Incident Report, DOC 0434, volunteer rules of conduct and the Department's zero tolerance policy towards all forms of sexual abuse and sexual harassment.
- j. Maintain individual volunteer files that include the volunteer's application and volunteer information or documentation, request for background investigation, signed volunteer statement, any certificates or licenses, documentation of required TB testing, and training documentation including documented orientation and any additional training. Training documentation shall be signed and dated by the volunteer along with the volunteer coordinator, stating what training has been completed. Such files shall be maintained at each facility where the volunteer provides service; copies of documentation shall be obtained from the parent facility.
- k. Review the status of volunteers at least annually. Volunteers not having provided services during the past twelve-month period at any facility shall be placed in inactive status by the parent facility.
  - (1) If the individual is no longer active at the parent facility, the volunteer may be transferred to another facility for which active service is performed. A request to

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transfer to another parent facility shall be submitted to the Agency Volunteer Services Coordinator who, upon approval, shall change the parent facility status.

- (2) If an individual in inactive status subsequently wishes to again perform volunteer services, the individual must re-apply in accordance herein, unless the individual is still in active status at another facility.

#### **G. Volunteer Application Process**

1. **Limited Volunteer Requests:** Individuals or groups who wish to provide volunteer services on a limited basis at up to two facilities shall be directed to submit a written statement to the Facility Volunteer Coordinator at the facility or program site. The statement shall be submitted in advance of the volunteer activity and shall include: a statement that volunteer service is not being provided at any other facility; the purpose, goals and target group of the proposed program; a summary of the material to be distributed or presented; and the frequency of visits to the facility or visits with the individuals in custody or releasees. In lieu of a statement from a volunteer group, the Facility Volunteer Coordinator may provide a statement of the proposed activity.
  - a. The Facility Volunteer Coordinator shall submit a Request for Background Investigation, DOC 0032, to the Background Investigations Unit via [DOC.BackgroundInvReq@illinois.gov](mailto:DOC.BackgroundInvReq@illinois.gov). The name, date of birth, social security number, gender and address of each prospective volunteer shall be provided.
  - b. Upon completion of the background investigation, the Facility Volunteer Coordinator shall submit the written statement provided by the group or individual requesting to provide limited volunteer service to the CAO.
  - c. The CAO shall review the request and:
    - (1) For a guest speaker, forward the Limited Volunteer Guest Speaker Request, DOC 0312, and his or her recommendation through the respective Deputy Director and the Public Information Office to the Director for final determination.
 

**NOTE:** If the guest speaker is an elected official, the Chief of Intergovernmental Relations shall also review the request.
    - (2) For all other individuals or groups, approve or deny the request.
  - d. Approval must be granted prior to service.
2. **Regular Volunteer Requests:** Individuals or groups who wish to provide regular volunteer services shall be directed to complete and submit a Volunteer/Unpaid Intern Services Application, DOC 0005, a Volunteer Information Sheet, DOC 0267, and a Background Investigation Release and Consent, DOC 0035, to the Facility Volunteer Coordinator of the parent facility or program site. Individual applications and information sheets shall be required for each member of a group.
  - a. If service will be performed at more than one facility, the application shall be screened and processed by the parent facility.
  - b. The Facility Volunteer Coordinator shall submit a DOC 0032 to the Background Investigations Unit via [DOC.BackgroundInvReq@illinois.gov](mailto:DOC.BackgroundInvReq@illinois.gov).
    - (1) A computer criminal history check shall be obtained for all prospective volunteers.
    - (2) Regular volunteers shall be subject to a complete background investigation,

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including a drug test prior to service at sites designated by the Department. Regular Volunteers shall also be subject to random drug testing in accordance with Administrative Directive 03.02.200.

- (3) Volunteer applicants who anticipate providing professional-level or specialized services that require specific education, licensure, certification, etc., shall provide documentation of such with the DOC 0032.
- c. The Facility Volunteer Coordinator of the parent facility shall forward each application with a recommendation to the CAO for approval. Due to the time required for receiving complete background information, the CAO may temporarily approve and clear the individual for entrance after the computer criminal history check and drug test are conducted.
3. IDOC Employee Volunteer Requests: Any Department employee who wishes to provide volunteer services shall submit the request to his or her CAO. This request shall outline the type of service he or she will be providing and what organization he or she shall be representing. If approved by the CAO the request shall be forwarded to the respective Deputy Directors for final approval, and the employee shall complete the Regular Volunteer application at his or her respective facility.
4. Volunteer Requests by Individuals Discharged from Department Custody: Individuals discharged from Department custody may be considered for volunteer services by submitting the appropriate application and background investigation documents in accordance with Paragraph II.G.2.
  - a. Discharged individuals shall only be permitted to provide volunteer services with the approval of the CAO of the facility where he or she wishes to serve and the Director.
  - b. In making their decision, the CAO and the Director shall consider matters such as the discharged individual's committing offenses, criminal history, disciplinary history while incarcerated and program participation while incarcerated.
  - c. Discharged individuals being considered shall:
    - (1) Be discharged for a minimum of 3 years;
    - (2) Have had no arrests within the previous 18 months; and
    - (3) Possess a special talent or skill that will benefit the Department, facility or individual in custody population.
5. The Facility Volunteer Coordinator at the parent facility shall advise the individual or group of approval or disapproval of the volunteer activity.
  - a. If disapproved, the applicant shall be notified in writing within ten working days of the decision. The notification shall include a brief reason for disapproval and the appeal process outlined in Paragraph II.I.
  - b. If approved, the volunteer coordinator of the parent facility shall ensure:
    - (1) The signature of the approved volunteer is obtained on a Volunteer Service Agreement and Release, DOC 0041.
    - (2) Orientation is completed and documented on the DOC 0042 before volunteer services begin.

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- (3) Proper identification is obtained and maintained in accordance with Administrative Directive 01.02.104. This includes information to be contained in the hostage file for regular volunteers.
  - (4) Annual TB screening is provided for regular volunteers. Failure to submit to TB screening shall result in revocation of volunteer status.
  - (5) If the volunteer will be providing ongoing volunteer or mentoring services to individuals in custody upon their release, approval shall be obtained in writing from the Chief of Programs prior to the volunteer providing services to any releasee. The approval shall indicate the individuals in custody affected and the scope of ongoing services that may be provided.
    - (a) The Facility Volunteer Coordinator shall notify the CAO of any volunteer wanting to continue with services, who shall then provide information to the Chief of Programs Office.
    - (b) Any ongoing services provided after an individual in custody's release shall be provided at the individual level, and not as a representative of the Department.
6. The requirements for a group may be modified at the discretion of the CAO dependent upon institutional needs including, but not limited to, the type of volunteer activity to be provided and the level of staff supervision to be required.
7. The CAOs of other facilities to which the volunteer may provide services shall retain authority to approve the volunteer service at their facilities except as otherwise provided in Paragraph II.H.
8. With the approval of the Office of Volunteer Services and the CAO of the new facility, the volunteer may be reassigned to a different parent facility.
9. A volunteer shall immediately report a visit with an individual in custody, at any facility, to the Facility Volunteer Coordinator at his or her parent facility. Except by special permission from the Director, a volunteer shall not be permitted to perform volunteer services at any facility if he or she visits an individual in custody on a personal basis or provides legal representation to any individual in custody.

#### **H. Restriction or Termination of Volunteers**

1. Volunteers or volunteer groups may be temporarily restricted or dismissed as approved by the CAO with concurrence by the Chief of Operations or the respective Deputy Director based upon facility needs and concerns.
2. Any individual or volunteer group whose conduct has resulted in temporary restriction or termination from one facility shall be temporarily restricted or terminated from participation in volunteer activities at all facilities or program sites. The CAO shall ensure:
  - a. The Office of Volunteer Services, and for religious volunteers the Chief Chaplain, is notified if termination or restriction is recommended.
  - b. The volunteer profile is updated accordingly in O360.
  - c. The volunteer is notified in writing of the action that his or her volunteer activity has been temporarily restricted or terminated.

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- d. The volunteer is advised in writing of the appeal process in accordance with Paragraph II.I.
3. Volunteers may not have restrictions lifted or be reinstated following termination without the approval of the Chief of Operations or the respective Deputy Director.

#### **I. Appeals**

1. An individual or group may appeal the disapproval, restriction or termination of volunteer services within 30 days of the action that gave rise to the appeal. The appeal should include the specific details of the disapproval, restriction or termination of volunteer services.
2. The appeal should be submitted in writing to the Office of Volunteer Services with a copy submitted to the CAO of the facility or program site where services were disapproved, restricted or terminated.
3. The Agency Volunteer Services Coordinator shall forward any appeal regarding Administrative Reviews to the Director's Office for handling. For all other appeals, the Agency Volunteer Services Coordinator shall:
  - a. Review the appeal and discuss the issues with the respective CAO and Deputy Director and the Chief of Operations, as appropriate.
  - b. Forward the appeal with a written recommendation to the respective Deputy Director for review and determination. This determination shall be considered the final decision.
  - c. Upon receipt of the determination, the Agency Volunteer Services Coordinator shall advise the individual or group that filed the appeal and the respective CAO in writing of the final decision.
4. The Director's Office shall review any appeal regarding administrative reviews or background investigations. A final determination shall be made in writing by the Director. A copy of the final determination shall be submitted to the individual that filed the appeal, to the CAO of the facility involved and to the Agency Volunteer Services Coordinator.
5. The CAO shall ensure the status of the volunteer is entered in the O360 volunteer profile.

#### **J. Recognition**

1. Each facility shall establish a Volunteer of the Year program to recognize a volunteer who has provided continuous or outstanding service to the facility. The name, type of service provided, year and reason for nomination shall be submitted by each facility to the Office of Volunteer Services by March 1st of the following year.
  2. Each facility shall establish an annual recognition program to honor and recognize all volunteers for their service and to give special recognition to the Facility Volunteer of the Year. The date and time of the recognition event shall be submitted to the Office of Volunteer Services prior to the event.
  3. The Department shall establish a program to recognize the Department Volunteer of the Year who shall be selected from the facility Volunteers of the Year.
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